

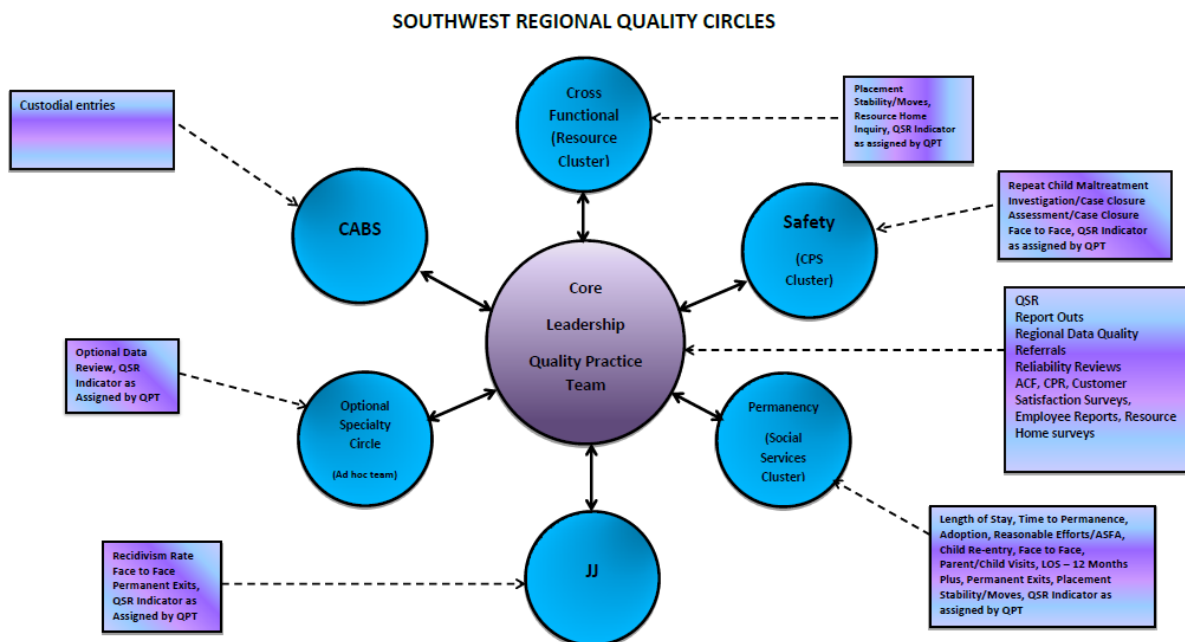
Southwest Region CQI Program Regional Structure

Regional Description

The Southwest Region consists of Eleven (11) counties in West Tennessee including: Chester, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, Madison, McNairy, and Tipton.

The Regional Office is located in historic downtown Jackson, TN, halfway between Memphis and Nashville, and is the home of the legendary musician Carl Perkins and Casey Jones of railroad folklore fame. We are honored to claim great icons such as Tina Turner and Isaac Hayes of Tipton County, the International Queen of Blues – Denise LaSalle, and the nationally syndicated TIC-TAC-TOE® game show host Wink Martindale both from Madison County. Hardin County/Savannah boasts being the Catfish Capital of the World. Former Dallas Cowboy Professional Football Player Ed “Too-Tall” Jones is a native Jacksonian and country comedic legend Doris Freeman a.k.a. “Cousin Tuney” is also from our region. Ms. Freeman proudly supports the efforts of the Carl Perkins Child Abuse Prevention Exchange Club which is one of our most significant and long-lasting community partners.

The Southwest region is dedicated to improving practices in order to support the Mission and Vision of Tennessee Department of Children's Services. The Southwest Region has 6 regional CQI teams with the understanding that other teams can be formed to address specific issues on an ad hoc basis. These teams are designed to problem solve around opportunities for improvement from data gained from the regional Scorecard, surveys, Quality Service Reviews, case reviews and data gathered from the TFACTS.



Leadership CQI Workgroup(s)

The **Core Leadership** of Southwest comprises the central **Quality Practice Team/Continuous Quality Improvement Team** for the Southwest region. This team meets monthly typically on the third Monday of the month. The team's facilitator is Deputy Regional Administrator Clay Crook who is currently serving in the capacity of Interim Regional Administrator until a new Regional Administrator is set in place. The scribe for this meeting is Tina Brint, Southwest region's CQI teams manager. The team is comprised of the Team Coordinators for each program area, Regional CQI Coordinator, Well-Being staff such as the regional health unit nurse, the regional psychologist and the regional TennCare Advocate. Additional members often include the regional On-the-job Training Coordinator, regional Juvenile Justice Coordinator, regional Fiscal director, regional Trainer/Master Trainer, regional General Counsel, regional CANS consultant, regional Education Specialist, regional HR Analyst, regional Interdependent Living Specialist and regional Data Coordinator. Ad hoc members are included where necessary.

During Core Leadership, information is disseminated from the Regional Administrator meeting and each program area has scheduled time on the agenda to discuss areas of regional importance. Often, the Core Leadership team invites community partners come in to discuss programs and services they have available to customers in the Southwest region.

This team is tasked with developing strategies to improve assigned data outcomes. Each circle is encouraged to share their meeting's discussions with this central QPT/CQI Team. This team is the main data source which will review and assign data to other circles where it best fits. This circle will also be the referral point for any circle needing assistance and overall quality assurance to improve regional practice. This circle will also ensure that information regarding any planned strategies is communicated throughout the region via the other QPT/CQI Teams.

Some of the data this group addresses but is not limited to:

Regional Scorecard, QSR, Report Outs, Regional Data Quality Referrals, Reliability Reviews, ACF, CPR, Customer Satisfaction Surveys, Employee Reports, Resource Home surveys.

CQI Workgroups

Safety CQI Team (Child Protective Services) is comprised of the two CPS Team Coordinators, Mary Beth Duke and Cheryl Ferguson, the Team Leaders for CPS and all CPS frontline staff. They are all provided the opportunity to participate in CQI meetings. Some of the data sets they review include but are not limited to: Repeat Child Maltreatment, Investigation/Case Closure, Assessment/Case Closure, and Face to Face reports. The team works to develop strategies to improve assigned data outcomes. Additionally, they review data specific to this circle and improvement of ideas for this area. Their tasks include discussion and development of prevention and intervention strategies, support to Kinship Care providers, and monitor and develop strategies for Response Times. Collaboration with Resource Linkage and diversion outcomes with In-Home Tennessee and the Court System are some of the other issues this team is tasked with. All circles will also ensure that information regarding any planned strategies is communicated throughout the region. Should any issue warrant a referral to the next level of CQI, this team will send those up to the central Core Leadership Quality Practice Circle/Continuous Quality Improvement Team.

Continuous Quality Improvement Program Manual

Revised: 8/20/2013

Permanency CQI Team (Social Services) is comprised of SS Team Coordinator Lisa Dorrough, the Team Leaders for Social Services and all Social Services frontline staff. All staff members in the Social Services unit are provided the opportunity to participate in CQI meetings. Additional ad hoc members can include: Agency Case Managers, Permanency Specialist, Court Liaison(s), Legal, IL, JJ FSW, Kinship Coordinator, FCRB, AOC, CASA, RPS Representative, Relevant/Corresponding CO Staff. Some of the data sets this team reviews include but are not limited to: Length of Stay, Time to Permanence, Adoption, Reasonable, Efforts/ASFA, Child Re-Entry, Face to Face, Parent/Child Visits, LOS – 12 Months Plus, Permanent Exits, Placement and Stability/Moves. This team is tasked with developing strategies to improve assigned data outcomes. Additionally they team together with community partners and providers to prevent custodial episodes, child re-entry, and reduce the length of stay. They develop strategies to maximize permanency plan implementation.

Juvenile Justice CQI Team is comprised of the JJ Team Coordinator Margaret White, the Team Leaders for Juvenile Justice and all Juvenile Justice frontline staff. All staff members in the Juvenile Justice unit are provided the opportunity to participate in CQI meetings. Ad hoc members such as JJ Coordinator, IL Specialist, Ed Specialist, Court Liaison, Legal, YDC Representative, Kinship Coordinator, AOC, Relevant/Corresponding CO Staff are invited as needed. Some of the data sets this team reviews may include but are not limited to: Recidivism Rate, Face to Face, Permanent Exits. The JJ CQI team is tasked with developing strategies to improve assigned data outcomes, developing prevention strategies and strengthen probation activities, transitioning youth back into the community and/or independent living, partnering to develop a culture of community mutual understanding.

Cross Functional (Resource/Placement) CQI Team is comprised of the Resource/Placement Team Coordinator Teresa Harrison, the Team Leaders for Court Liaisons, Team Leader for Placement, Team Leaders for Resource Parent Support and frontline staff from Placement, Resource Parent Support, Permanency Specialist, Transportation Officers. Additional ad hoc members such as Resource Linkage, Resource Parent (DCS and Private Provider), CABS, FCRB, Citizen Review Panel, Relevant/Corresponding CO Staff, Trainers, PATH trainers, Harmony, and ASAP are invited as necessary to address issues and concerns with the team. This team is tasked with development of strategies to improve assigned data outcomes. Their goal is to ensure adequate housing, resources, recruitment, and training for resource homes to ensure children's needs are met, develop training to support Resource Homes to ensure they get what they need.

Community Advisory Boards CQI Teams specific to each of the 11 counties meeting monthly. They are facilitated by DCS Resource Linkage Coordinators Courtney Carney and Barbara Bond. Each team operates differently as they represent each individual county considering that county's unique strengths and needs. These teams are tasked with collaboration with professionals, paraprofessionals, community members, the family and their support system to ensure decisions are made in the best interest of the family. Community-based support for families promotes the ability to cope with difficult situations and resolve family problems. The responsibility of communities is to be proactive to ensure positive outcomes for each child. These teams work on these strategies.

Regional CQI Schedule

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
Core Leadership (Central QPT/CQI Team)	3 rd Monday of each month	Clay Crook, DRA/Interim RA	Tina Brint, CQI Teams Manager
Safety CQI Team (Child Protective Services)	1 st Friday of each month	Mary Beth Duke, TC and Cheryl Ferguson, TC	Sharon Latham, Secretary
Permanency CQI Team (Social Services)	1 st Monday of each month	Andrea Wilson, FSW	Jessica Shilliday, FSW and CJ Burns, Secretary
Juvenile Justice CQI Team	3 rd Friday of each month		Amy Barcroft, JJ Coordinator
Cross Functional CQI Team (Resource)	2 nd Friday of each month	Teresa Harrison, TC	Rotates among staff
CABS CQI Team	Varies by county		
Optional Ad Hoc CQI Team (as needed only)	As needed		